

SyncHR
1099 18th Street
Suite 2850
Denver, CO 80202

October 6, 2017



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123 ANY ST

ANYTOWN, US 12345-6789



Notice of Data Breach

Dear Sample A Sample:

We are writing because of an incident involving potential unauthorized access to your employee benefit information. The privacy and protection of our customers' employee information is a matter we take very seriously and we sincerely apologize for the inconvenience. The following letter outlines precisely what happened, how we fully resolved the issue and some suggested steps that you may consider taking to further minimize any risk.

WHAT HAPPENED?

On August 23, 2017, SyncHR became aware that a report containing your benefits that was intended to be accessed solely by your employer in our production environment was temporarily accessible by HR administrators of other customers. Upon discovery of the error, we promptly deactivated the report and determined that two individuals had accessed the report containing your information. We received written confirmation from the two customers that the report, including all information contained therein, has been deleted from their environments and that the customers did not make any use of the information.

WHAT INFORMATION WAS INVOLVED?

Your personal information, including your name, address, date of birth, social security number, employment information (e.g., employer name, hiring date), and benefits selection information, as well as in some cases the name, address, date of birth and social security number of your dependents, was possibly accessed. However, we have no indication that any information has been inappropriately used by an unauthorized individual, including the customer who had access to the information, who confirmed in writing that it did not use any of the information. Further, the incident did not affect our systems or service whatsoever.

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WHAT WE ARE DOING

Please be assured that SyncHR is taking this matter very seriously. We have been working diligently to investigate the situation, have made changes to our quality controls over our system reports, and are working closely with all relevant and appropriate state and federal agencies where applicable.

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If you believe there was fraudulent use of your or your dependents' information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore you or your dependents' identity to its proper condition).

Please note that this offer is available to you and your dependents for one-year from the date of this letter and does not require any action on your part at this time.

The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

While Identity Restoration assistance is immediately available to you and your dependents, we also encourage you to activate the fraud detection tools available through Experian IdentityWorksSM as a complimentary one-year membership. This product provides you with internet surveillance and identity theft insurance at no cost. To start monitoring your personal information or that of your dependents please follow the steps below. Please note that we have included only those individuals in your household that may have been affected by this issue. If you have dependents in your household that are not listed below, their information was not subject to the reporting error:

- Ensure that you **enroll by** (your code will not work after this date): 1/31/2018
- For each adult, visit this Experian IdentityWorks website to enroll:
 - <https://www.experianidworks.com/creditone>
- Provide your **activation code(s)**:

Sample A	Sample	ABCDEFGHI
Adult2	CODE2	
Minor1	MINOR CODE	
Minor2	MINOR CODE	
- For minors, **visit** the Experian IdentityWorks website to enroll:
<https://www.experianidworks.com/minorplusone>
- Provide the **activation code: MINOR CODE**
- Provide your minor's information when prompted
- For minors, you will also be asked to provide the parent or guardian's information, as well as minor's information when prompted.
- One code will work for all your minor dependents. Each adult (employee and dependents) will require a separate code.

If you have questions about the product, need assistance with identity restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 888-451-6559 by **1/31/2018**. Be prepared to provide engagement number **DB03653** as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Social Security Number Trace (for minors):** Monitoring to determine whether enrolled minors in your household have an Experian credit report. Alerts of all names, aliases and addresses that become associated with your minor's Social Security Number (SSN) on the Experian credit report.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

What you can do to protect your information: There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to www.ExperianIDWorks.com/restoration for this information.

We regret this situation and any inconvenience or concern it may cause you. SyncHR is committed to providing quality care, including protecting our customers' personal information, and we want to assure you that we have policies and procedures in place to protect your privacy.

FOR MORE INFORMATION

We have provided some additional reference information below. We are also ready to answer any questions as we navigate through this situation. Please contact customer our response team at 888-451-6559 with any questions you may have regarding this matter.

Sincerely,



Pamela Glick, CEO

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* Offline members will be eligible to call for additional reports quarterly after enrolling

** Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions

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